

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Frederic P. Messinger and Bruce E. Nevin

Application No.: 09/345,903

Group: 2174

Filed: July 1, 1999

Examiner: Tran, Mylinh T.

Confirmation No.: 1807

For: METHOD AND APPARATUS FOR SOFTWARE TECHNICAL
SUPPORT AND TRAINING



CERTIFICATE OF MAILING OR TRANSMISSION	
I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as First Class Mail in an envelope addressed to Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, or is being facsimile transmitted to the United States Patent and Trademark Office on:	
<u>8/9/04</u>	<u>Denise Caredeo</u>
Date	Signature
<u>Denise Caredeo</u>	
Typed or printed name of person signing certificate	

RECEIVED

AUG 16 2004

Technology Center 2100

AMENDMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

This Amendment is being filed in response to the Final Office Action mailed from the U.S. Patent and Trademark Office on April 7, 2004 in the above-identified application. Reconsideration and further examination are requested. Applicant requests an Examiner's Interview to discuss this amendment.

An extension of time to respond to the Office Action is respectfully requested. A Petition for Extension of Time and the appropriate fee are being filed concurrently with this Amendment.

Please amend the application as follows: